



ACCOMMODATION BOOKING TERMS & CONDITIONS

We are a small, family owned and operated business located in a regional area, as such booking amendments, date changes and cancellations impact us greatly, leaving us minimal time to replace cancelled or amended bookings. We appreciate your understanding of our cancellation policy.

DEPOSIT

We request a valid credit card and expiry date for all accommodation bookings.

- 50% deposit is processed upon booking
- Balance is processed 7 days prior to the day of arrival
- For bookings made less than 7 days prior to arrival, payment in full is required upon booking

AMENDMENTS

Amendments can be made free of charge to bookings up to 7 days prior to the day of arrival. These include the following:

- Change of date
- Change of duration (where permitted)
- Amendments made less than 7 days prior to arrival incur a charge of 100% of the total cost of the booking value, unless the room is resold

CANCELLATIONS

Cancellation charges apply in the following instances:

- More than 7 days prior to arrival, no charge unless it's a group booking of 3 or more rooms/apartments booked, in which case there is an administration charge of 20% of the total booking value
- Less than 7 days prior to arrival will incur a charge of 100% of the total booking, unless the room is resold, in which case the charge is 20% of the total booking value
- If your reservation is cancelled as a result of a government mandated lockdown, a full refund or credit will be provided

SMOKING NOT PERMITTED

Smoking is **not permitted** inside Daylesford Spa Accommodation, or in the associated doorways. Failure to observe this rule will result in CFA callout fees being passed on to the guest for payment. Current callout charges are \$5,000.